

PUBLIC SAFETY COMMUNICATIONS ADMINISTRATOR

JOB DESCRIPTION

Classification Responsibilities: A Public Safety Communications Administrator is responsible for overseeing the day-to-day operations and technical support (as related to operations) for police and fire dispatching services and special projects - OR - 911 operations, the training function, and special projects. Employees in this class work in the Public Safety Communications Center which is a twenty-four hour, seven-days-per-week operation involving multi-agency dispatching and a valley-wide automatic aide system. Technical duties include: serving as Public Safety Answering Point (PSAP) Manager which entails coordinating with the Maricopa Region 911 office of Maricopa Association of Governments (MAG) and the State of Arizona to request/obtain budgetary funds for equipment, and coordinating policy; serving as Computer Telephony Integration (CTI) Manager which involves overseeing the operations of the CTI, Computer Aided Dispatch (CAD) system, communications systems, etc. which includes ongoing hardware refresh planning, budgeting, submitting funding requests to appropriate governmental agencies, etc.; coordinating and planning upgrades, system changes, and issues with external vendors for the phone system, CAD, and radio system; coordinating the implementation of the 800 Mhz digital trunked radio system to identify operational needs, training issues, and policy implementation; and participating in the CAD development and steering team, working with the CAD technical team to view new system upgrades and plan implementation/training, and working with City Communications phone technicians to ensure the proper working of the phone system. Additional duties include: supervising the Public Safety Communications Shift Supervisors who have first-line supervisory responsibility of Police or Fire and Medical dispatchers and Public Safety 911 Operators on an assigned shift and supervision for the training shift supervisor who has first-line supervisory responsibility for the training program (new hire and continuing education); the quality assurance program; the alarm program; supervision of clerical personnel; handling day-to-day procedural questions and personnel issues that arise that include scheduling requests, conducting and/or supervising investigations, corrective action and discipline, etc.; participating in the budget process by identifying needs, writing position justifications for personnel needs, and participating in strategic planning; researching new equipment/systems/technological issues and writing related proposals; accumulating, analyzing, and reporting of statistical data to determine operational effectiveness; developing and updating communications procedures; coordinating the bid process and work schedules; and serving on various committees which may be on a local, state, or federal level. This class performs related duties as required.

The *Police/Fire Dispatching Services Assignment* also includes the following responsibilities: serving as a liaison to several fire departments including the Mesa's Fire and Medical Department; ensuring compliance with accreditation standards and maintaining related files; participating in updates that support Computer Aided Dispatching technical equipment; and participating in Police Department committees and work groups as needed.

The *911 Operations/Training Assignment* also includes: overseeing the hiring and training process, and managing the quality assurance program and continuing education program provided within the center. This position also acts as the PSAP Manager. This class performs related duties as required.

Distinguishing Features: A Public Safety Communications Administrator is responsible for working on large-scale projects incorporating technological advancements in the communications field. An

employee in this class may be called upon to assist in both areas of assignment and may fill in for the Public Safety Communications Commander in his/her absence. On occasion, filling in for a subordinate may be necessary. The administrator class is distinguished from the shift supervisor class by the former's broader scope of managerial responsibility in the areas of supervisory, fiscal, and policy/decision-making capacity. This class is supervised by the Police Commander assigned to the Public Safety Communications responsibility center who evaluates work through observation, reports, meetings, and results achieved. Employees in this class will be required to work weekends and holidays, and may be required to work rotating shifts. This class is FLSA exempt-executive.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with an Associate's Degree. Extensive (5+ years) experience with police and/or fire dispatching in a public safety communications center. Considerable (3 - 5 years) supervisory experience.

Special Requirements. Because of the confidential, sensitive nature of information handled, successful completion of a background investigation, polygraph testing, and psychological examination will be required for (*Police Department Assignment*). *Fire and Medical Department Assignment:* Must not be on the Office of Inspector General (OIG) list of Excluded Individuals/Entities (LEIE). After hire, employees are required to successfully complete the Emergency Medical Dispatcher (EMD) certification training course.

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment/pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

Preferred/Desirable Qualifications. Experience with CAD, CTI systems, and 800 Mhz radio systems is preferred. Graduation from an accredited college or university with a Bachelor's Degree is preferred.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, subordinates, other City employees, management, vendors, outside agency personnel, and other emergency service providers in order to ensure proper emergency services to the public and compliance with communications procedures/regulations. Instructs and/or trains others in a classroom setting or on-the-job regarding operating procedures and on the various systems within the Communications Center. May respond to phone calls or radio traffic in order to assist subordinates. Prepares written documents such as budget proposals/justifications, training curriculum, reports, performance evaluations, complaint resolutions, operating procedures, goal statements, work schedules, and letters with clearly organized thoughts using proper sentence construction, punctuation, and grammar.

Manual/Physical: Observes, inspects, or monitors the behavior of subordinate employees to determine compliance with police and fire dispatching procedures and departmental standards, and to determine if

effective supervisory/trainer techniques are utilized. Attends meetings at other City departments and outside agencies to discuss emergency service issues. Operates a variety of office equipment including a personal computer, radio console, logging recorder, and CD player in order to review tapes of emergency calls and perform administrative functions.

Mental: Comprehends and makes inferences from written material including federal and state laws/regulations, City ordinances, departmental operational procedures, training curriculums, technical literature, and various reports in order to supervise police-fire communications and alarm ordinance compliance. Supervises and evaluates the work of subordinate personnel. Checks the work of others to ensure conformance to standards by reviewing work station files, computer generated statistics, and performance evaluations. Analyzes data including existing or new communications technologies/methods, call volumes and other statistics, and makes written and verbal recommendations to improve efficiency. May investigate complaints and make recommendations based on findings. Assists in the development of budget objectives and prepares recommendations on personnel, supplies, and equipment.

Knowledge/Skill/Abilities:

Knowledge of:

public safety communications principles, practices, methods, techniques, and equipment;
the principles of leadership, supervision, training, and performance evaluation;
the techniques and methods of radio communication;
computer-aided dispatch (CAD);
computer telephony integrated system;
Federal Communications Commission (FCC) regulations pertaining to public safety communications;
the substance and intent of federal regulations pertaining to collection, storage, and dissemination of criminal history record information;
emergency medical dispatch procedures;
the CAD formats and commands pertaining to the 911 operator, fire dispatcher, and police dispatcher;
the Police and Fire and Medical Department organizations, procedures, and operating policies;
local geography including main streets and their hundred blocks, City boundary limits, sector/beat areas, and fire response districts;
the geography, equipment, and procedures of other jurisdictions that Mesa has contracted with to provide fire/emergency medical dispatch procedures;
mutual and automatic aide agreements with surrounding agencies;
dispatch procedures for air ambulance companies; and
conflict resolution techniques.

Skill in operating communications equipment, (CTI phone system, radio system, computer terminals, and printers) quickly and accurately.

Ability to:

communicate with, and respond pleasantly to, a demanding and diverse public in answering questions, policies, and handling complaints;
inspire confidence in subordinate personnel and new employees in training;

exercise initiative in the improvement of Communications Center operations;
understand technological concepts;
learn the geography and operations of other fire districts in regard to multi-jurisdictional dispatching and mutual/automatic aide agreements;
supervise and motivate personnel in a high stress environment; and
establish and maintain effective working relationships with subordinates, coworkers, management, other City employees, public officials, employees from other agencies, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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EEO-Prof

JOB FCTN-ADM

INCREMENTS 43-200

PAY GRADE: 55

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SWORN-No